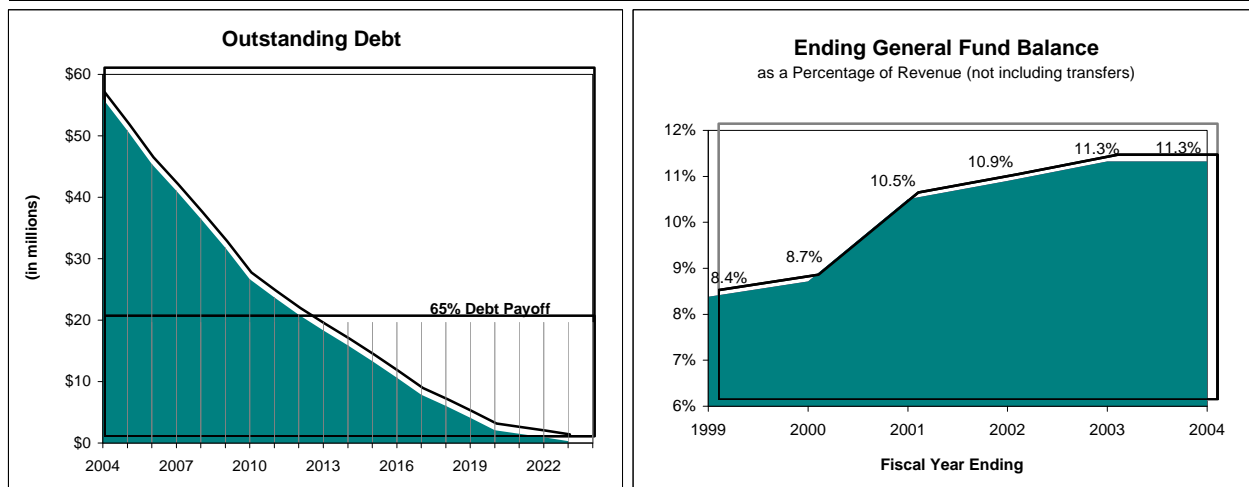


- Maintain AA+ bond rating
- Submit budget document for review by Government Finance Officers Association (GFOA)
- Maintain adequate fund balance/working capital reserves for each fund
- Maintain a high debt payoff ratio (65% or more of principal in 10 years)

## Five-year Accomplishments

- Received bond rating upgrade from AA to AA+
- Increased general fund balance reserve from 8.4% estimated revenues to 11.3% of estimated revenues
- Maintained 10 year principle debt payoff below 65%

## Performance Measures & Analysis



## Significant Budget Issues

- 1 Intern Position** - A graduate intern position was eliminated as part of the 2% budget reduction.
- 2 Other Budget Adjustments** - In addition to the intern position, other reductions were made to the budget in FY 2004 and FY 2005. Overall, the FY 2004 budget was reduced from the original adopted amount of \$243,384 to \$236,451. Other adjustments were also made which in some cases increased line items to bring the overall budget more in line with historical spending patterns.

## Budget Information

## Administrative Services Administration

Department 170	2001 Actual	2002 Actual	2003 Actual	2004 Estimated	2005 Approved
<b>Financing Sources:</b>					
General Taxes & Revenue	\$ 328,723	\$ 193,402	\$ 256,265	\$ 202,084	\$ 220,162
Administrative Charges					
Information Services	-	30,292	31,249	34,367	31,043
<b>Total Financing Sources</b>	<b>\$ 328,723</b>	<b>\$ 223,694</b>	<b>\$ 287,514</b>	<b>\$ 236,451</b>	<b>\$ 251,205</b>
<b>Financing Uses:</b>					
411111 Regular Pay	\$ 136,529	\$ 142,648	\$ 156,096	\$ 149,889	\$ 154,151
411121 Temporary/Seasonal Pay	4,451	4,063	6,469	6,829	- 1
411131 Overtime/Gap	-	-	619	500	500
411211 Variable Benefits	26,423	28,981	30,726	30,168	30,302 1
411213 Fixed Benefits	9,978	10,069	8,913	9,380	13,337
411214 Retiree Health Benefit	-	-	12,690	2,348	1,612
41131 Vehicle Allowance	4,164	2,626	-	-	-
41132 Mileage Reimbursement	41	-	-	500	200 2
4121 Books, Sub. & Memberships	1,768	1,223	854	700	1,500 2
41231 Travel	1,721	2,362	785	2,500	4,500 2
41232 Meetings	1,240	1,035	625	200	500 2
41234 Education	500	2,311	3,685	2,500	2,500
41235 Training	300	162	131	-	500 2
412400 Office Supplies	2,463	2,049	1,753	3,600	3,600
412440 Computer Supplies	-	-	-	-	285
412490 Miscellaneous Supplies	9	50	51	300	300
412511 Equipment O & M	90	216	659	100	300 2
412611 Telephone	1,103	1,378	1,154	2,294	1,263 2
414111 IS Charges	133,279	22,487	60,654	24,643	30,085
4174 Equipment	4,664	2,034	1,650	-	5,770 2
<b>Total Financing Uses</b>	<b>\$ 328,723</b>	<b>\$ 223,694</b>	<b>\$ 287,514</b>	<b>\$ 236,451</b>	<b>\$ 251,205</b>

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2003	FY 2004	FY 2005
<b>Appointed:</b>					
Administrative Services Director	\$ 2,604.80	\$ 4,023.20	1.00	1.00	1.00
<b>Full-time:</b>					
Executive Secretary	\$ 1,028.80	\$ 1,544.00	1.00	1.00	1.00
<b>Temporary / Seasonal:</b>			0.34	0.34	0.00 1
Graduate Intern	\$ 9.57	\$ 13.06			
Management Intern	\$ 8.91	\$ 12.15			
<b>Total FTEs</b>			2.34	2.34	2.00

**Accounting**

- Ensure City compliance with State Fiscal Procedures Act in order to receive an unqualified opinion from Independent Auditors.
- Earn the Government Finance Officers Association (GFOA) Excellence in Financial Reporting Award.

**Accounts Payable**

- Ensure all payments comply with current City policy.
- Train departments on accounts payable, purchasing, travel and City credit card policy.

**Payroll**

- Process payroll and associated payroll liabilities in an accurate and timely manner.
- Submit accurate quarterly and annual payroll returns by State and Federal due dates.

**Reception & PBX**

- Answer main City lines within three rings.
- Greet public providing directions and information in a knowledgeable and courteous manner.

**Treasury**

- Train departments on proper cash procedures.
- Ensure compliance with State Money Management Act.

**Utility Billing**

- Implement "check by phone" and "recurring automated payment" alternatives for customers.
- Support Public Utilities in the completion of the automated meter conversion.

**Five-year Accomplishments**

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- Received 16 consecutive Excellence in Financial Reporting Awards from the GFOA.
- Converted utility billing from a bi-monthly to a monthly process. This doubled the number of payments received by the City without increasing the number of cashiers.
- Integrated the accounting for two additional entities, The Alta Canyon Sports Center and River Oaks Golf Course into the City's financial system without additional accounts payable, cashiering, or payroll personnel.
- Improved accounts payable payment processing timeliness so that at least 95% of all invoices are paid on time.
- Provide support to Administration in obtaining financing for the City, including 7 bonds and 2 capital equipment leases totaling \$38 million, and provide the on-going accounting, arbitrage calculations, debt servicing, and continuing disclosure required by the bond covenants.
- Implemented Credit Card payment system allowing customer payment by credit card for City services.
- Implemented GASB 34 for fiscal year 2003.

**Performance Measures & Analysis**

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Governmental Accounting continues to increase in complexity as the public requires more accountability on the use of public funds. The Governmental Accounting Standards Board (GASB) recently issued pronouncement 34. This pronouncement made sweeping changes to the scope and the content of required financial statements prepared by governmental entities. We have implemented GASB 34 in fiscal year 2003 and it had a substantial impact, both on-going and one-time, on our workload. We anticipate ongoing training and change to our current accounting processes in order to continue to comply with the intent of this pronouncement.

The City has been fortunate to obtain money for completion of Capital Projects to provide services to our citizens through federal grants and low interest bonding. The use of federal grants and creative financing tools like special improvement districts and sales tax and revenue bonds also require additional accounting and compliance with federal and state laws. We are sending an accountant each year to training in order to learn the basic requirements associated with the use of these funds.

An increasing percentage of our citizenry is sophisticated in the use of technology. We have many requests to provide more of our services in an electronic environment. We continue to dedicate time and resources to meet these requests where possible.

The measures below allow us to monitor our performance on the policies and objectives stated above and on our use of the budgetary funds allocated to the Financial Services division.

# Performance Measures & Analysis

# Finance Services

Measure (Fiscal Year)	2001	2002	2003	2004 *	2005**
<b>Accounting</b>					
Monthly Budget Reports prepared:					
on time	8	11	10	9	11
1-3 days late	1	1	2	3	1
more than 3 days	3	-	-	-	-
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Budget report info allows me to manage my budget			4.06		
Budget report is accurate			3.91		
Budget report is timely			3.94		
Budget information available on line			3.50		
Staff is helpful in providing info			4.14		
Info received is adequate to manage my projects			3.69		
I am trained to extract mgmt info.			3.38		
I am trained to manage fixed assets info			3.19		
Overall satisfaction			3.86		
<b>Accounts Payable</b>					
Invoices processed annually	22,593	23,364	24,700	26,000	26,000
% of invoices paid late	5.2%	2.5%	2.8%	2.5%	2.5%
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Vendors paid promptly			4.58		
Payments are accurate			4.66		
Courteous and helpful staff			4.71		
Overall satisfaction			4.74		
<b>Payroll</b>					
Payroll checks processed annually	16,828	17,846	18,744	18,900	18,850
W-2's issued	903	937	950	975	965
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Check accurately reflects time submitted			4.83		
Courteous and helpful staff			4.80		
Pay stub and annual summary are easy to understand			4.62		
Overall satisfaction			4.80		
<b>Treasury</b>					
Cash receipts processed annually	173,654	312,460	331,481	337,000	340,000
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Adequate internal controls for receiving cash payments			4.42		
I am adequately trained in City policy			4.30		
Courteous and helpful staff			4.75		
Overall satisfaction			4.67		

\* Estimated based on actual data through February 29.

\*\* Targets for performance indicators and projections for workload indicators.

- 1 Receptionist Position** - The part-time receptionist positions were eliminated as part of the 2% budget reductions. One receptionist retired and the other was retained as a part-time cashier. The cashiers will now cover the reception desk at the same time they input cash receipts.
- 2 Intern Position** - A utility billing intern position was eliminated as part of the 2% budget reduction.
- 3 Other Budget Adjustments** - In addition to the intern position, other reductions were made to the budget in FY 2004 and FY 2005. Overall, the FY 2004 budget was reduced from the original adopted amount of \$1,011,157 to \$1,000,202. Other adjustments were also made which in some cases increased line items to bring the overall budget more in line with historical spending patterns.

## Budget Information

Department 1720	2001 Actual	2002 Actual	2003 Actual	2004 Estimated	2005 Approved
<b>Financing Sources:</b>					
General Taxes & Revenue	\$ 519,795	\$ 479,731	\$ 459,510	\$ 395,890	\$ 330,421
Administrative Charges					
Redevelopment Agency	7,491	8,398	7,534	6,220	5,018
Water	186,530	268,740	302,403	297,996	378,047
Storm Water	49,314	59,510	61,268	66,301	64,277
Waste Collection	77,731	75,334	84,312	153,424	177,893
Golf	-	-	-	2,648	3,439
Alta Canyon	-	-	-	9,594	6,787
Fleet Operations	70,942	55,716	57,956	56,648	51,895
Information Services	22,563	10,847	12,154	11,481	17,581
Financing Services - Payroll	8,500	7,400	7,400	-	-
<b>Total Financing Sources</b>	<b>\$ 942,866</b>	<b>\$ 965,676</b>	<b>\$ 992,537</b>	<b>\$ 1,000,202</b>	<b>\$ 1,035,358</b>
<b>Financing Uses:</b>					
411111 Regular Pay	\$ 589,617	\$ 600,271	\$ 605,222	\$ 618,073	\$ 625,777 <b>1</b>
411121 Temporary/Seasonal Pay	18,422	19,541	22,842	17,500	18,685 <b>2</b>
411131 Overtime/Gap	916	1,873	4,934	2,500	2,500
411211 Variable Benefits	115,184	124,360	131,314	131,153	133,047 <b>1-2</b>
411213 Fixed Benefits	94,981	101,242	102,586	108,696	108,260 <b>1</b>
411214 Retiree Health Benefit	-	-	2,277	3,709	3,778
41132 Mileage Reimbursement	356	263	92	500	1,500
4121 Books, Sub. & Memberships	2,647	1,688	1,849	1,515	2,000 <b>3</b>
41231 Travel	3,498	2,784	4,704	1,450	1,450
41232 Meetings	150	2	500	500	500
41235 Training	2,937	2,745	4,320	2,982	6,000 <b>3</b>
412400 Office Supplies	11,567	11,025	15,598	10,508	13,000 <b>3</b>
412440 Computer Supplies	-	-	-	-	1,244
412445 Billing Supplies	-	-	12,331	13,000	15,000 <b>3</b>
412511 Equipment O & M	279	288	1,051	2,300	3,000 <b>3</b>
412611 Telephone	5,907	9,032	8,781	10,648	11,476
414111 IS Charges	59,297	70,405	70,053	75,168	83,141
4174 Equipment	37,108	20,157	4,083	-	5,000 <b>3</b>
<b>Total Financing Uses</b>	<b>\$ 942,866</b>	<b>\$ 965,676</b>	<b>\$ 992,537</b>	<b>\$ 1,000,202</b>	<b>\$ 1,035,358</b>

## Budget Information

## Finance Services

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2003	FY 2004	FY 2005
<b>Appointed:</b>					
Deputy Director Admin. Services	\$ 2,332.00	\$ 3,673.60	1.00	1.00	1.00
Controller	\$ 1,746.40	\$ 2,750.40	1.00	1.00	1.00
Controller	\$ 1,746.40	\$ 2,750.40	1.00	1.00	1.00
<b>Full-time:</b>					
Accountant	\$ 1,219.20	\$ 1,828.00	2.00	2.00	2.00
Accounting Technician	\$ 1,189.60	\$ 1,785.60	1.00	1.00	1.00
Utility Billing Lead Supervisor	\$ 1,189.60	\$ 1,785.60	1.00	1.00	1.00
Accounts Payable Specialist	\$ 957.60	\$ 1,434.40	2.00	2.00	2.00
Utility Billing Account Supervisor	\$ 825.60	\$ 1,239.20	5.00	5.00	5.00
Cashier	\$ 825.60	\$ 1,239.20	1.00	1.00	1.00
<b>Part-time:</b>					
Cashier	\$ 10.32	\$ 15.49	1.50	1.50	2.25
Receptionist	\$ 8.94	\$ 13.41	1.38	1.38	0.00
<b>Temporary / Seasonal:</b>			1.46	1.46	1.00
Graduate Intern	\$ 9.57	\$ 13.06			
Undergraduate Intern	\$ 8.91	\$ 12.15			
<b>Total FTEs</b>			19.34	19.34	18.25

Fee Information	2001 Approved	2002 Approved	2003 Approved	2004 Approved	2005 Approved
<b>Collection Fees</b>					
Accounts Sent to Collection Agency (increase in amount due)	50%	50%	50%	50%	50%
Garbage Accounts					
Delinquent - 60 Days / % unpaid bills	25%	25%	25%	25%	25%
Delinquent - 120 Days / % unpaid bills	50%	50%	50%	50%	50%
Delinquent - 180 Days / % unpaid bills	50%	50%	50%	50%	50%
Returned Checks					
Returned from Bank	\$20	\$20	\$20	\$25	\$25
To Legal Department for Collection	\$35	\$35	\$35	\$40	\$40
Sundry Billings					
To Legal Department for Collection	\$150	\$150	\$150	\$175	\$175
<b>Sale of Maps, Copies &amp; Information</b>					
Audit	\$16	\$18	\$20	\$20	\$20
<b>Franchise Application Fee</b>	\$500	\$500	\$500	\$550	\$550
<b>IRB Review Fee</b>	\$2,600	\$2,600	\$2,600	\$2,825	\$2,825

1

1

2

**Budgeting**

- Estimate revenues conservatively. Actual general fund revenue should exceed the budget by 1 to 3 percent.
- Provide needed information and advice during the budget process.
- Be fair when considering budget requests given City resources and priorities.
- Publish budget documents and reports that are accurate.

**Purchasing**

- Purchases comply with city ordinances and policies.
- Process requisitions and purchase orders in a timely manner
  - Requisitions are to be processed daily by noon.
  - Purchase Orders are to be processed daily by 2:00 p.m.
- Support the departments by answering questions and providing training.

**Five-year Accomplishments****Budgeting**

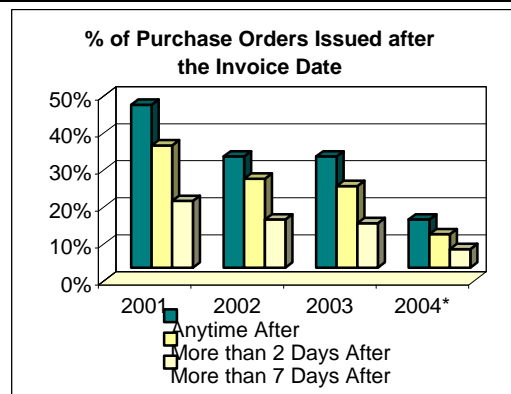
- Implemented a new budgeting module of the financial and accounting system.
- Implemented monthly budgets which allowed "better/worse than budget" comparisons in the monthly budget report.
- Implemented a new budget book format intended to enhance accountability and the review process.

**Purchasing**

- Implemented a new purchasing module of the financial and accounting system.
- Trained department buyers on the new system and purchasing ordinance.
- Created reports that track department compliance and worked to reduce non-compliance.

**Performance Measures & Analysis**

This budget funds both the budgeting and purchasing function of the City. The purchasing workload has leveled off due to the budget reductions implemented in FY 2004 and should stay stable through FY 2005. Purchasing compliance continues to improve. During FY 2004, a TQM team implemented some changes to the purchasing process and conducted additional training. Department buyers have responded positively to the initiatives and an increasing number of purchase orders are now issued timely as illustrated in the chart. Continued efforts should result in even better results in FY 2005. Revenue forecasts have underestimated the effects of the economic downturn.



## Performance Measures & Analysis (cont.)

## Budget Services

Measure (Fiscal Year)	2001	2002	2003	2004*	2005**
<b>Budget</b>					
Accuracy Rate in Forecasting Revenue (actuals as + or - percent of forecast)					
General Fund	3.1%	3.4%	-2.4%	-1.4%	2.0%
Recreation Fund	-11.6%	-19.7%	-23.3%	-10.6%	0.0%
Storm Water Operating Fund	7.4%	40.4%	-3.5%	0.5%	1.0%
Water Fund	0.6%	0.0%	-3.1%	4.6%	1.0%
Weekly Waste Collection Fund	11.8%	-1.7%	-0.3%	0.2%	1.0%
Golf Fund			-10.7%	-27.0%	0.0%
Customer Satisfaction Survey (rating scale: 1 = very dissatisfied to 5 = very satisfied)					
Provides needed information and advice during the budget process			3.82		
Fairly considers requests given City resources and priorities			3.85		
The final budget is accurate			4.29		
<b>Purchasing</b>					
Number of Purchase Orders Issued after the Invoice Date					
Anytime After	44%	30%	30%	13%	8%
More than 2 Days After	33%	24%	22%	9%	5%
More than 7 Days After	18%	13%	12%	5%	2%
Number of Purchase Orders Issued					
Under \$1,000 - issued by the dept.	6,208	5,625	5,963	6,000	6,000
Under \$1,000 - issued by purchasing	1,095	914	815	800	800
Between \$1,000 and \$2,500	534	673	673	620	620
Over \$2,500	552	583	678	620	620
Number of Change Orders Processed	151	449	437	420	400
Customer Satisfaction Survey (rating scale: 1 = very dissatisfied to 5 = very satisfied)					
Processes purchase orders in a timely manner			4.36		
Helpful when preparing invitations for bids and requests for proposal			4.49		
Keeps me in compliance with the purchasing ordinance			4.50		
Answers questions helpfully and courteously			4.50		
Gives me adequate training on the purchasing ordinance			4.06		

\* Estimated based on actual data through February 29.

\*\* Targets for performance indicators and projections for workload indicators.

## Significant Budget Issues

No significant change.



## Budget Information

## Budget Services

Department 1730	2001 Actual	2002 Actual	2003 Actual	2004 Estimated	2005 Approved
<b>Financing Sources:</b>					
General Taxes & Revenue	\$ 115,128	\$ 122,303	\$ 133,478	\$ 135,561	\$ 139,542
Administrative Charges					
Redevelopment Agency	5,134	5,855	6,599	6,708	5,524
Water	23,975	31,042	30,100	33,212	37,132
Storm Water	8,338	8,139	7,933	9,281	8,241
Waste Collection	4,395	3,272	3,405	4,839	4,874
Golf	-	-	-	2,176	3,394
Alta Canyon	-	-	-	6,040	4,868
Fleet Operations	22,120	17,194	21,463	23,005	22,773
Information Services	6,153	2,788	3,926	3,208	3,344
<b>Total Financing Sources</b>	<b>\$ 185,243</b>	<b>\$ 190,593</b>	<b>\$ 206,904</b>	<b>\$ 224,030</b>	<b>\$ 229,692</b>
<b>Financing Uses:</b>					
411111 Regular Pay	\$ 122,969	\$ 133,540	\$ 144,949	\$ 152,563	\$ 156,850
411211 Variable Benefits	25,648	28,462	31,007	32,297	33,204
411213 Fixed Benefits	13,696	13,934	15,932	22,203	21,589
411214 Retiree Health Benefit	-	-	1,267	1,855	1,892
41131 Vehicle Allowance	3,144	3,144	3,156	3,144	3,144
41132 Mileage Reimbursement	-	-	33	50	50
4121 Books, Sub. & Memberships	301	180	30	350	350
41231 Travel	1,583	528	1,450	750	750
41235 Training	250	100	1,029	1,450	1,450
412400 Office Supplies	185	59	709	800	800
412435 Printing	995	1,380	44	-	-
412611 Telephone	4	927	825	950	991
414111 IS Charges	15,750	8,339	6,473	6,618	7,622
4174 Equipment	718	-	-	1,000	1,000
<b>Total Financing Uses</b>	<b>\$ 185,243</b>	<b>\$ 190,593</b>	<b>\$ 206,904</b>	<b>\$ 224,030</b>	<b>\$ 229,692</b>
<b>Staffing Information</b>	<b>Bi-weekly Salary</b>		<b>Full-time Equivalent</b>		
	<b>Minimum</b>	<b>Maximum</b>	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
<b>Appointed:</b>					
Deputy Director Of Admin. Services	\$ 2,332.00	\$ 3,673.60	1.00	1.00	1.00
<b>Full-time:</b>					
Purchasing Agent	\$ 1,470.40	\$ 2,205.60	1.00	1.00	1.00
<b>Part-time:</b>					
Purchasing Assistant	\$ 10.32	\$ 15.49	0.50	0.50	0.50
<b>Total FTEs</b>			<b>2.50</b>	<b>2.50</b>	<b>2.50</b>

## Policies & Objectives

## Fund 64 - Information Services

- The Information Services Division is an internal service fund and as such charges fees for each computer, telephone or connection to the various data systems. The revenue collected from these fees is intended to cover both the full operating and long-term capital costs of the services provided. The objective is to meet the service needs of the City departments at the lowest possible fee.
- The services and equipment covered by the IS and telephone fees are detailed in a statement of service levels that is reviewed annually with the IS Steering Committee which is made up of department representatives.
- The IS and telephone charges include a capital component that funds a capital plan based on the replacement values and useful lives of all capital equipment within the fund. The fee is adequate to replace all equipment at the assumed useful life while maintaining a positive fund balance through a ten-year time horizon which is also the longest useful life of any piece of equipment. The IS fund balance fluctuates based on the timing of capital purchases. The assumptions used in the capital plan are adjusted annually and reviewed by the IS Steering Committee.

## Five-year Accomplishments

- Completed the City Wide Area Network (WAN) which interconnects City facilities for voice and data communications. The network is diagrammed on the map located on the Administrative Services tab.
- Installed wireless connections which make the WAN more efficient by providing more bandwidth and eliminating the monthly rental of land lines.
- Implemented a new financial and accounting system.
- Moved to distributed computing where the City's data systems are now on individual, smaller and less expensive processors instead of one large processor. This move makes the City's systems less vulnerable to technological obsolescence and makes the hardware easier to finance eliminating the need for debt financing.
- Implemented a capital plan that allows for the systematic replacement of the City's information and communication systems without incurring debt financing.
- Implemented new Geographic Information System (GIS) software which allows us to better coordinate the data gathering process with other agencies. We have also added up to date aerial photographs and elevation contours as well as many other data layers that provide City departments better information for making decisions.
- Implemented many new services such as the ability to access email from the internet, wireless access to the network within City Hall, the ability to send faxes from the network, and document imaging.

## Performance Measures & Analysis

City employees continue to use more technology to do their jobs. This increase has resulted in more calls for service. In response to the additional calls, an additional technician was hired in October 2003. Additionally, the Fire Department added a technician of their own in October 2003. As a result, the proportion of help calls that take more than a week to resolve has decreased from a high of over 13% in FY 2002 to less than 6%. The proportion of help calls resolved the same day has stabilized after declining in recent years.

Measure (Fiscal Year)	2001	2002	2003	2004	2005
<b>Workload Indicators</b>					
Supported PC's and Printers	229	307	363	379	363
Number of Telephones	316	340	371	426	444
Number of Financial System Connections	664	517	576	603	575
Number of GroupWise Connections	361	382	399	458	467
Number of Court System Connections	16	21	24	25	25
Number of GIS System Connections	25	49	51	50	62
Number of Document Imaging Connections	N/A	112	47	47	49

## Performance Measures & Analysis

## Fund 64 - Information Services

Measure (Fiscal Year)	2001	2002	2003	2004
Number of Help Calls Closed	3389	2804	3598	3550
Number of Projects Closed	264	142	148	193
<b>Efficiency Indicators</b>				
% of Help Calls Closed the Same Day	75.18%	60.59%	58.92%	57.04%
% of Help Calls Open More than 1 Week	9.47%	13.28%	10.46%	5.92%
<b>Customer Survey Results (rating scale: 1 = very dissatisfied to 5 = very satisfied)</b>				
The customer survey solicited responses in three general categories illustrated below. <b>"Help Desk Procedures"</b> has to do with how well the call was handled, if it was assigned to the appropriate technician, if help was available when needed, if the caller's needs were met and if calls were lost. <b>"Call resolution"</b> rated the response to calls on the basis of courtesy, effectiveness, helpfulness, promptness and problem solving. <b>"Overall Performance"</b> has to do with the overall performance of each system managed by IS. The survey results for Network PCs and Printers include all three categories. The results for other systems include <b>"Overall Performance"</b> only.				
Network PCs and Printers				
Help Desk Procedures			3.54	
Call Resolution			3.56	
Overall Performance			3.85	
Telephones and Voicemail			3.84	
Financial System			3.49	
Court System			3.33	
Geographic Information System			4.06	
Document Imaging			3.17	

## Significant Budget Issues

- 1 Computer Supplies** - Previously, a charge was made for each individual printer on the network which included the cost of replacement ink cartridges. Starting in FY 2005, the departments will pay for their own printer cartridges. The budget for the cartridges was reduced in the Information Services budget and added to each department under a line item called "computer supplies". Additionally, printers are no longer charged for separately but the support costs are now included in the charge made for each PC.
- 2 Equipment O&M** - This line item pays for repair cost of any equipment that breaks down. The original budget for FY 2004 was \$29,476. That amount was reduced by \$8,000 during the year in response to the City's budget shortfall of which \$5,000 will be ongoing.
- 3 Software Maintenance** - The price charged by the software vendors for support contracts has increased. The majority of the increase is for support of the City's financial and GIS software.
- 4 Software Licenses** - The amount included for additional GIS software and licenses included in the FY 2004 budget was a one-time expenditure that also resulted in a reduction of the charges to departments.
- 5 Equipment** - The equipment line item changes from year to year depending on the equipment scheduled for replacement in the capital plan. The capital budget is detailed in a later section.

# Budget Information

# Fund 64 - Information Services

Department 1724	2001 Actual	2002 Actual	2003 Actual	2004 Estimated	2005 Approved
<b>Financing Sources:</b>					
31491 Sale of Maps & Copies	\$ 4,675	\$ 1,901	\$ 1,781	\$ 1,497	\$ 2,001
3169 Sundry Revenue	-	-	61,225	61,817	61,817
318261 IS Charges	690,804	724,877	765,988	840,743	824,530
318262 Telephone Charges	-	146,918	145,163	146,517	163,619
3361 Interest Income	50,580	22,560	14,923	13,500	13,500
3392 Sale of Fixed Assets	550	-	1,737	-	-
<b>Total Financing Sources</b>	<b>\$ 746,609</b>	<b>\$ 896,256</b>	<b>\$ 990,817</b>	<b>\$ 1,064,074</b>	<b>\$ 1,065,467</b>
<b>Financing Uses:</b>					
411111 Regular Pay	\$ 270,781	\$ 288,529	\$ 341,093	\$ 353,328	\$ 366,212
411131 Overtime/Gap	147	729	-	-	-
411135 On Call Pay	400	1,184	3,494	3,650	3,650
411211 Variable Benefits	56,583	61,184	73,003	75,572	78,931
411213 Fixed Benefits	44,831	45,958	55,594	63,216	64,688
41132 Mileage Reimbursement	956	967	1,497	1,200	1,200
4121 Books, Sub. & Memberships	501	449	129	650	650
41231 Travel	3,648	3,508	4,117	3,360	3,360
41232 Meetings	52	213	30	-	-
41235 Training	3,700	9,856	1,763	8,000	8,000
412400 Office Supplies	943	945	825	1,000	1,000
412415 Copying	-	42	-	100	100
412420 Postage	879	386	652	-	-
412440 Computer Supplies	29,295	35,083	42,073	36,000	6,894
412511 Equipment O & M	6,569	15,400	14,407	21,476	21,476
412611 Telephone	3,247	744	1,164	800	800
41312 Data Communications	7,917	36,390	27,101	20,392	20,682
413130 Software Maintenance	80,291	76,877	107,804	99,888	112,330
41314 Data Processing Consulting	-	16,798	-	-	-
41315 Voice Communications	-	60,934	52,534	41,454	42,672
41379 Professional Services	4,368	2,341	6,604	8,657	8,657
41401 Administrative Charges	53,613	56,293	59,108	62,063	65,166
4175 Software Licenses	-	-	-	25,494	-
4374 Equipment	199,969	42,127	503,399	292,684	156,093
441310 Transfer Out - Debt Service Funds	100,000	100,000	100,000	-	-
<b>Total Financing Uses</b>	<b>868,690</b>	<b>856,937</b>	<b>1,396,391</b>	<b>1,118,984</b>	<b>962,561</b>
<b>Excess (Deficiency) of Financing Sources over Financing Uses</b>	<b>(122,081)</b>	<b>39,319</b>	<b>(405,574)</b>	<b>(54,910)</b>	<b>102,906</b>
<b>Accrual Adjustment</b>	<b>6,507</b>	<b>(17,914)</b>	<b>19,456</b>		
<b>Balance - Beginning</b>	<b>870,563</b>	<b>754,989</b>	<b>776,394</b>	<b>390,276</b>	<b>335,366</b>
<b>Balance - Ending</b>	<b>\$ 754,989</b>	<b>\$ 776,394</b>	<b>\$ 390,276</b>	<b>335,366</b>	<b>438,272</b>

## Budget Information

## Fund 64 - Information Services

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2003	FY 2004	FY 2005
<b>Appointed:</b>					
Information Services Director	\$ 2,168.80	\$ 3,416.00	1.00	1.00	1.00
<b>Full-time:</b>					
Programmer / Analyst	\$ 1,624.80	\$ 2,559.20	1.00	1.00	1.00
GIS Administrator	\$ 1,470.40	\$ 2,205.60	1.00	1.00	1.00
Network Administrator	\$ 1,470.40	\$ 2,205.60	1.00	1.00	1.00
IS Technician III	\$ 1,219.20	\$ 1,828.00	1.00	1.00	1.00
IS Technician II	\$ 1,189.60	\$ 1,785.60	1.00	1.00	1.00
IS Technician I	\$ 1,028.80	\$ 1,544.00	1.00	1.00	1.00
GIS Technician I	\$ 1,028.80	\$ 1,544.00	1.00	1.00	1.00
<b>Total FTEs</b>			8.00	8.00	8.00

Fee Information	2001 Approved	2002 Approved	2003 Approved	2004 Approved	2005 Approved
<b>Sale of Maps, Copies &amp; Information</b>					
Custom Staff Work (including information requests, programming, maps and database searches - charged per hour with a 1 hour minimum - printing or copying is charged separately)	\$70	\$75	\$75	\$80	\$80
Black and White Copies (per page + postage)					
8 1/2 x 11	\$0.11	\$0.13	\$0.14	\$0.14	\$0.14
8 1/2 x 14				\$0.20	\$0.20
11 x 17	\$0.26	\$0.27	\$0.30	\$0.32	\$0.32
24 x 36	\$5.05	\$5.20	\$5.20	\$5.40	\$5.40
36 x 48	\$8.05	\$8.25	\$8.25	\$8.60	\$8.60
Color Copies and Printing (per page + postage)					
8 1/2 x 11	\$1.55	\$1.60	\$1.60	\$1.66	\$1.66
11 x 17	\$2.05	\$2.10	\$2.10	\$2.18	\$2.18
24 x 36	\$16	\$17	\$17	\$18	\$18
36 x 48	\$21	\$22	\$22	\$23	\$23
Aerial Photography as TIF File (per quarter section + postage)	\$100	\$105	\$105	\$100	\$100
Contours and Elevations as DWG File (per quarter section + postage)	\$70	\$75	\$75	\$70	\$70
GIS Layers in Electronic Format					
<b>IS Charges</b>					
Cost per Harris Module Connection per Yr					
Operating		\$238.69	\$211.09	\$216.25	\$226.11
Capital		\$60.22	\$73.11	\$70.59	\$78.31
Cost per Court System Connection per Yr					
Operating		\$686.26	\$268.75	\$397.08	\$299.06
Capital		\$193.52	\$229.00	\$221.97	\$234.75
Cost per GIS System Connection per Yr					
Operating		\$1,902.29	\$1,245.39	\$1,203.86	\$608.48
Capital		\$485.30	\$396.24	\$384.67	\$332.11

## Budget Information (cont.)

## Fund 64 - Information Services

Fee Information	2001 Approved	2002 Approved	2003 Approved	2004 Approved	2005 Approved
Cost per GroupWise Connection per Yr					
Operating		12.77	\$14.75	\$20.13	\$19.74
Cost per Document Imaging Connection per Yr					
Operating		206.72	\$326.24	\$381.19	\$345.88
Capital		105.69	\$342.37	\$342.37	\$334.01
Cost per Network Connection per Yr					
Operating		1081.56	\$1,159.02	\$1,123.04	\$1,464.68
Capital		39.83	\$92.69	\$132.32	\$179.84
<b>Telephone Charges</b>					
Cost per Telephone per Yr					
Operating		367.42	\$304.04	\$254.62	\$282.13
Capital		64.76	\$80.28	\$75.81	\$74.65

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Capital Budget	2004 Budgeted	2005 Approved	2006 Planned	2007 Planned	2008 Planned
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**64001 - General Equipment** - FY 2005 request includes a scheduled replacement of a PC for the Information Services staff. Also includes \$50,000 equipment contingency for unscheduled adjustments to the capital plan.

641 Information Services	\$	54,252	\$	51,600	\$	51,600	\$	52,200	\$	59,800
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**64003 - Citywide GIS** - Replacement of both the survey grade and mapping grade GPS units was scheduled in FY 2004 but deferred to FY 2006. An update of the aerial photos is also scheduled for FY 2007. The server and main plotter are scheduled for replacement in FY 2008.

641 Information Services	\$	1,388	\$	-	\$	35,500	\$	44,500	\$	25,000
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**64004 - Document Imaging System** - Scheduled replacement of a scanner and scan station for FY 2005.

641 Information Services	\$	2,903	\$	5,500	\$	-	\$	-	\$	-
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**64005 - IT Projects - Police & Fire** - This money was set aside by the police department through equipment management savings and is held in reserve for their computer equipment replacement.

641 Information Services	\$	46,768	\$	-	\$	-	\$	-	\$	-
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**64011 - Informix Software Upgrade** - This money was set aside by the justice court through equipment management savings and is held in reserve to upgrade their database software.

641 Information Services	\$	7,199	\$	17,000	\$	-	\$	-	\$	-
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**64012 - Telephone Switch** - A five year maintenance contract on the telephone switch is scheduled for renewal in FY 2008.

641 Information Services	\$	-	\$	-	\$	-	\$	-	\$	50,000
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**64013 - Development Tracking Software** - Software for the community development department that is funded by an increase in business license fees and building permits. The increased revenue is tracked separately in account 3169 (Sundry Revenue). The software will not be purchased until the revenue collected is adequate to fund the purchase and until the City Council give final approval.

641 Information Services	\$	123,042	\$	61,817	\$	-	\$	-	\$	-
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## Budget Information (cont.)

## Fund 64 - Information Services

Capital Budget	2004 Budgeted	2005 Approved	2006 Planned	2007 Planned	2008 Planned
<b>64014 - Prosecution/Court Integration</b> - This funds the final phase of a project that integrates the police, court and prosecution databases in a way that maintains separate systems but prevents triple input and results in significant clerical savings.					
641 Information Services	\$ 19,000	\$ -	\$ -	\$ -	\$ -
<b>64015 - Accounting Software Server</b> - Scheduled replacement for the server that runs the accounting software is FY 2008.					
641 Information Services	\$ -	\$ -	\$ -	\$ -	\$ 30,000
<b>64017 - Main Network Server</b> - The main network server was replaced in FY 2004 and is scheduled for replacement again in FY 2008.					
641 Information Services	\$ 13,000	\$ -	\$ -	\$ -	\$ 13,000
<b>64018 - UPS Batteries</b> - Scheduled replacement for the UPS batteries is FY 2004. These batteries power the universal power supply which keeps the main servers operational through a power interruption.					
641 Information Services	\$ 3,500	\$ -	\$ -	\$ -	\$ -
<b>64019 - Tape Library</b> - Scheduled replacement for tape library is in FY 2004. The tape library is used to back up the data on all of the main servers.					
641 Information Services	\$ 10,000	\$ -	\$ -	\$ -	\$ -
<b>64020 - LLEBG Grant Match</b> - This money was set aside by the police department through equipment management savings and is being used as a match for a grant they will use to by computer equipment.					
641 Information Services	\$ 5,176	\$ 5,176	\$ -	\$ -	\$ -
<b>64021 - CAT Database</b> - This project is to track activities of the Community Action Teams. Funding came from department savings in the Mayor's Office. The teams are coordinated by the Mayor's Office.					
641 Information Services	\$ 6,456	\$ -	\$ -	\$ -	\$ -
<b>64022 - Court Server</b> - Scheduled replacement for the court system server was FY 2005 but is being deferred until FY 2006.					
641 Information Services	\$ -	\$ -	\$ 30,000	\$ -	\$ -
<b>64023 - Remote Servers</b> - Scheduled replacement for the Public Works and Public Utilities (1220 E 9400 S) servers in FY 2005. The servers at Parks and Fire are scheduled for replacement in FY 2008.					
641 Information Services	\$ -	\$ 15,000	\$ -	\$ -	\$ 11,000
<b>64024 - Wireless Network Radios</b> - Replacement for the radios that transmit data across the wireless network is scheduled for both FY 2006 and FY 2007.					
641 Information Services	\$ -		\$ 31,200	\$ 16,200	\$ -
<b>64025 - Data Switches</b> - Replacement for one of the data switches in City Hall is scheduled for FY 2007 and the other switch in FY 2008. The data switches for the outlying buildings are also scheduled for replacement in FY 2008.					
641 Information Services	\$ -			\$ 50,000	\$ 81,500
<b>Total Capital Budget</b>	<b>\$ 292,684</b>	<b>\$ 156,093</b>	<b>\$ 148,300</b>	<b>\$ 162,900</b>	<b>\$ 270,300</b>

